



The City Beautiful

City of Coral Gables Job Description

Job Title: Communication Supervisor
Department: Police
Classification: 5018
Pay grade: 19C
FLSA: Non-Exempt

Prepared Date: 7/2014
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Summary

Communication Supervisors perform demanding, specialized, clerical and technical duties of a Communication Operator within the Coral Gables Police Department Technical Services Division. Communication Supervisors must have the ability to effectively supervise and guide the Communication Operators throughout their daily work activities. Must work within the scope of established laws, rules and regulations of the City and Police Department. Must use good judgment, and make logical decisions to ensure an efficient response to various non-emergency and emergency situations. Exercises considerable judgment and initiative under the direction of the communications sergeant.

Essential Duties and Responsibilities

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification.

The ability to perform, train and effectively supervise all of the duties and responsibilities of a Communication Operator.

Responsible for the accuracy of work generated in the Communications Center.

Responsible for maintaining a professional positive work environment.

Creates daily rosters (assignments), schedules personnel for proper shift coverage and maintains accurate payroll records on a daily basis.

Ability to supervise the Communication Operators in a manner that encourages quality work. Identify deficiencies in performance and procedures and works to resolve those issues through guidance, training and documentation.

Responsible for supervising, training and completing performance evaluations for the Communication Operators under their supervision.

Initiates actions necessary for restoring communication systems in the event of a system failure. Makes proper contacts for support needed to keep emergency communications operating.

Generates requested information from communications systems, including compiling data, activity summaries and reports.

Responsible for providing information required for training and certification including both computerized and written records pertaining to systems used in the Communication Center.

Acts a liaison for systems that are utilized by the Communications Center, Police and Fire Departments.

Monitors the interaction with communications, police and fire personnel, procedures, systems, software and equipment utilized in the Communications Center and provides information to the supervising Sergeant on concerns that need to be addressed.

Performs other related tasks as required.

Knowledge, Skills, and Abilities

Knowledge of supervisory and training practices and procedures. Knowledge of emergency restoration procedures and communication support systems. Knowledge of the operation of all communication systems and equipment. Knowledge of Federal Communication Commission regulations and City Rules and Regulations pertaining to the dispatch of emergency equipment and personnel. Knowledge of the geography of the City. Knowledge of the organization of the Communications Center operations and its interaction with police, fire, rescue, emergency medical service and emergency management operations. Knowledge of CAD. Ability to react quickly and calmly and communicate effectively with personnel and the public in emergency situations. Ability to communicate effectively in English. Ability to maintain and update records in a computer. Ability to compose activity summaries, compile data and prepare reports. Ability to operate all communication systems, software and equipment. Ability to sit for extended time periods. Ability to hear effectively through headsets. Ability to speak clearly in a well-modulated voice and to use good diction. Ability to work different shifts, as required. Ability to work without direct supervision. Ability to supervise the work of others and train new staff in a manner conducive to full performance and high morale

Physical Requirements

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of telephone and personal contact as normally defined by the ability to see, read, talk, sit, stand, hear, hands to fingers dexterity, handle, feel or operate objects, read and write English. Physical capability to effectively use and operate various items of office equipment; such as but not limited to specialized telecommunications equipment, teletype, Security/Alarm System, FCIC/NCIC/NLETS Systems, TDD deaf services equipment, CAD System, calculator, copier, fax machine, computer and keyboard.

A considerable amount of time is spent sitting at a work station, and taking calls using a head set. Work is predominately indoors within a usually quiet to moderately noisy and fast paced environment. Must be able to work different shifts as required. May occasionally be required to lift, carry and or push articles weighing up to 20 lbs.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Education and Experience

High school diploma or equivalent.

Minimum of two years' experience as a communication operator.